



METROLINX

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2015 Pan Am/ Parapan Am Games Preparedness

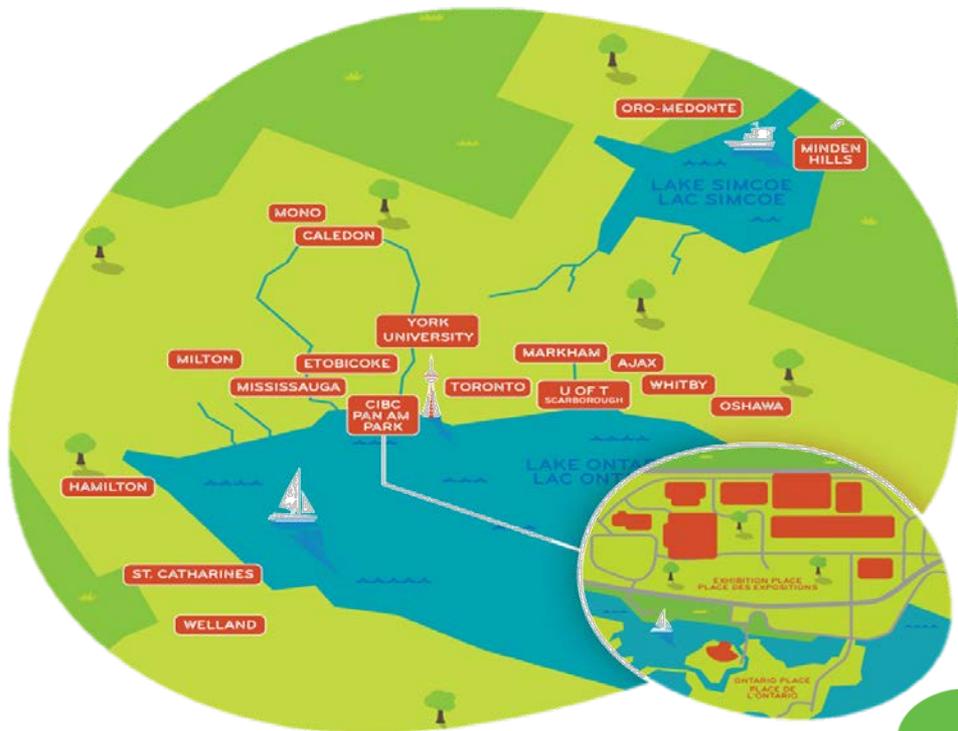
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Toronto 2015 Pan Am & Parapan Am Games

- 2015 Pan Am/ Parapan Am Games will be the largest international sporting event in Ontario's history
- Pan Am: July 10th-26th
- Parapan Am: August 7th-15th
- > 30 competition venues, across the GTHA and beyond
- > 400 competition events, plus non-ticketed events, 'live sites' and local celebrations



2015 Games Present a Unique Opportunity

Our goals include:

- Provide spectator transportation across the GTHA and beyond while maintaining services for residents and businesses
- Showcase the region
- Create a legacy for infrastructure, coordination and sustainability

Our primary roles include:

- Transport for spectators, visitors, Games workforce, GTHA residents and employees
- Region-wide travel information & Transportation Demand Management (TDM)

GO Transit Services

GO Train Games-time rail service schedules in development

- Hamilton Soccer Stadium
 - Lakeshore West service to/ from new James Street North GO Station
- Pan Am Park
 - Additional service at Exhibition GO Station to accommodate spectators
- Accessibility measures include: standby elevator technicians, on-site accessible vehicles

GO Bus services to be augmented on specific routes to serve Games events

- Extra service on key corridors
- Access to temporary High Occupancy Vehicle (HOV) lanes implemented during the Games period
- Accessibility measures include: priority boarding, accessible supervisor vehicles throughout network, upgrades to stops near venues

Service Coordination: Unified Transportation Coordination Centre (UTCC)

UTCC is a coordination centre to foster collaboration among partners in managing the Games transportation network

- Located at MTO Control Centre with embedded GTCC staff
- Enables joint monitoring of the network to enhance situational awareness
- Enables operational liaison between the Games & GO / UP Express services
- Coordinates joint transportation adjustments and responses to major incidents
- Network operators remain decision-makers in managing their networks and respond directly to daily/ routine incidents
- Regional EMS responds directly to emergencies

Safety & Security

Games-time measures include:

- Augmented Transit Safety presence on UP Express & GO services
- Assistance for Games attendees and commuters at Games Mobility Hubs
- Coordination with local law enforcement through established partnerships and Games initiatives:
 - enhanced service recovery
 - shared security and intelligence
 - increased rail corridor infrastructure patrols, as required
- Dispatch of risk-based crowd management support to GO locations

GO Transit Games Mobility Hubs: Overview

- Operational planning underway at GO facilities with a significant Games-time role
- Includes 14 Games Mobility Hubs where spectators transfer to local bus shuttles to nearby Games venues
- Considerations include:
 - Signage, wayfinding and staffing
 - Interaction of commuters and spectators
 - Safety and crowd management
 - Designated accessible transfer locations, including paratransit transfers, priority boarding and queuing for passengers with accessibility requirements

Union Station

- York Concourse will open in Spring 2015
- UP Express launch in Spring 2015
- Signage & wayfinding plan underway
- TTC and GO working together to ensure a seamless customer service experience

Games Transit Network / Mobility Hubs



GO Transit Games Mobility Hubs

- Union Station
- Exhibition
- Port Credit
- Oakville
- Burlington
- Aldershot
- Hamilton GO Centre
- James Street North
- St Catharines
- Fairview Mall
- Milton
- Unionville
- Rouge Hill
- Ajax
- Oshawa
- Whitby

TORONTO 2015

Transportation Demand Management

- Smart Commute is partnering with MTO and TO2015 on business engagement programming, including:
 - Games Preparedness Workshops for Smart Commute member businesses
 - 'Games Service', for non-member assistance in Games-time travel preparations
 - Outreach surveys to support TDM engagement and analysis
 - Games focus for 2015 Smart Commute campaigns
- Games-time TDM programming for Metrolinx staff is underway



UP Express

- UP Express will leverage the scale and visibility of the Games to generate awareness and use of the service
- Official carrier for approximately 4,000 accredited media, journalists and sports federation participants
- Featuring Games content throughout web and digital systems



Customer and Spectator Information

- One-stop regional transit trip planning and information will be provided by the Regional Transit Traveler Information System (RTTIS) - Games content introduced in May 2015
- GTHA spectator travel for customers with disabilities to be coordinated through a One-Call Centre by York Region Transit
- Consistent look and feel for station wayfinding & signage
- Working with local transit agencies to ensure seamless transitions between services
- Metrolinx Ambassadors will be available at key GO Games Mobility Hubs to provide wayfinding assistance and respond to customer inquiries



Longer Term Benefits

- Attract more riders and encourage Smart Commute alternatives
- Celebrate legacy projects (UP Express, regional trip planner, James St. North station)
- New channels for existing customers:
 - Trip and parking information – e.g., schedules, accessibility
 - Real-time spectator information throughout the system
- New collaborative cross functional working relations both internally and with external GTHA stakeholders

Thank you
Merci